

USPS Report on PRC Rate and Service Inquiries for October 2017

The Postal Regulatory Commission referred 33 inquiries to the Postal Service in October 2017. Customers received responses on average within 10 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services 19 – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services 14– i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures 0 – i.e., general information, obtaining refunds or exchanging postage, suggestions, and international inquiries.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

What is Informed Delivery®?

Informed Delivery is a free and optional notification service that gives residential consumers the ability to digitally preview their letter-sized mailpieces and manage their packages scheduled to arrive soon. Informed Delivery makes mail more convenient by allowing users to view what is coming to their mailbox whenever, wherever – even while traveling – on a computer, tablet or mobile device. To automate the sortation and delivery of mail, the United States Postal Service® (USPS) digitally images the front of letter-sized mailpieces that run through automation equipment. USPS is now using those images to provide digital notifications to users in advance of the delivery of physical mail. Informed Delivery benefits the entire household, ensuring that everyone has visibility into mail and package delivery each day. Informed Delivery allows users to take action before important items reach their mailbox, while offering mailers an unprecedented opportunity to engage users through synchronized direct mail and digital marketing campaigns.